$D1-321/$

RECEIVED

TABLE OF CONTENTS
PERFORMANCE MEASURES (VERSION 2.0)

DEC 17 2001

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

PERFORMANCE MEASUREMENTS PREVIOUSLY ELIMINATED
WITH THE 6-MONTH REVIEW - 7-12-00

<u>PM</u>
3
7
8
20
21
24
33
34
42
50
51
64
68
75
78
79
81
83
84
85
86
87
88
89
90
94
95
116
119
122

PERFORMANCE MEASUREMENTS ELIMINATED WITH THIS 6-MONTH REVIEW – EFFECTIVE 7-1-01

PM

1

4.1

5.1

6

6.1

11

11.1

23

26

31

36

48

61

63

72

80

82

100

106

111

APPENDIX
PERFORMANCE MEASUREMENTS BUSINESS RULES (VERSION 2.0)

I. RESALE POTS, RESALE SPECIALS AND UNES

A. Pre-Ordering/Ordering

PM 1 WAS ELIMINATED WITH THE 6 MONTH REVIEW – EFFECTIVE 7/1/01

1.1. Measurement (Formerly PM 57)
Average Response Time for Manual Loop Make-Up Information

Definition:

The average time required to provide manual loop qualification for xDSL capable loops measured in business days.

Exclusions:

- Manual requests for Loop Makeup Information not initiated by the CLEC; however, manual requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.

Business Rules:

For a DataGate/EDI/CORBA or Verigate initiated request, the start date and time is when the request is received in the Loop Qual System. The end date and time for the DataGate/EDI/CORBA or Verigate request is when the loop makeup information has either has been e-mailed back to the CLEC or, if the CLEC does not want email, is available in the Loop Qual System.

For manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual System.

SWBT will provide raw data to CLECS in an agreed to format, on a monthly basis, without the need for a request from a CLEC, until such time as both parties agree it is no longer necessary.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
Σ(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualifications	By CLEC, All CLECs and SWBT or its affiliates (or SWBT acting on behalf of its' affiliate).

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

3 business days, Critical z-value applies.

1.2 Measurement
Accuracy of Actual Loop Makeup Information Provided for DSL Orders

Definition:
The percent of accurate DSL actual Loop Makeup Information provided to the CLEC.

Exclusions:
None

Business Rules:
This measurement tracks accuracy of the loop makeup information provided to the CLEC. It compares reported loop makeup information to actual loop makeup information on the loop provided to the CLEC, and it captures both the clerical error and underlying data error.

Levels of Disaggregation:
• DSL actual Loop Makeup Information provided manually • DSL actual Loop Makeup Information provided electronically

Calculation:	Report Structure:
(# of orders for which Loop makeup information provided by SWBT is identical to engineering work confirmation/DLR ÷ total actual Loop Makeup Information responses) * 100	Reported on a CLEC, all CLECs, SWBT DSL affiliate, and SWBT DSL Retail basis by interface for EDI, DATAGATE, VERIGATE, or manually, depending on method of provision of actual loop makeup information.

Measurement Type:
Tier 1 – Low Tier 2 – Medium

Benchmark:
95% No critical-z applies.

2. Measurement
Percent Responses Received within "X" seconds – OSS Interfaces
Definition:
The percent of responses completed in "x" seconds for pre-order interfaces (Verigate and DataGate/EDI/CORBA,)by function.
Exclusions:
• None
Business Rules:
The clock starts on the date/time when the request is received by SWBT, and the clock stops on the date/time when SWBT has completed the transmission of the response to the CLEC. Timestamps are taken at the DataGate and Verigate servers and do not include transmission time through the LRAF. Response time is accumulated for each major query type, and then divided by the associated total number of queries received by SWBT during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (SWBT will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday). If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time. For the protocol translation response times, start and end times are as follows: EDI input time starts at the time the CLEC successfully connects to the EDI Interactive Agent and the end time is when the connection is made to DataGate for processing. EDI output time starts when the response message is received from DataGate and the end time is when the message is sent to the CLEC. CORBA input time starts at the time the message is received by the CORBA interface and the end time is when the connection is made to DataGate for processing. CORBA output time starts when the response message is received from DataGate and the end time is when the message is sent to the CLEC

Levels of Disaggregation:

Address Verification
- Request For Telephone Number
- Request For Summary Customer Service Record (CSR) < = 30 WTNs (Also broken down for Lines as required for DIDs).
- Request For Summary Customer Service Record (CSR) > 30 WTNs (Also broken down for Lines as required for DIDs).
- Request for Detailed Customer Service Request (CSR)
- Service Availability
- Service Appointment Scheduling (Due Date)
- Dispatch Required
- PIC
- Actual Loop Makeup Information requested - actual data returned
- Actual Loop Makeup Information requested - design data returned
- Design Loop Makeup Information requested - design data returned
- Protocol translation time – EDI input messages
- Protocol translation time – EDI output messages
- Protocol translation time – CORBA input messages
- Protocol translation time – CORBA output messages

Calculation:	Report Structure:
(# of responses within each time interval ÷ total responses) * 100	Reported on a CLEC, all CLECs, and SWBT affiliate where applicable (or SWBT acting on behalf of its' affiliate), by interface.

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

Benchmarks for summary CSR applies to < = 30 WTNs. Benchmarks for Loop Makeup Information are interim until parties agree that sufficient data is available to set final benchmarks. No damages will apply for Loop Makeup Information until final benchmarks are set. No damages will apply to the Protocol Translation Times for EDI. Critical z-value does not apply.

Measurement	DataGate/EDI/CORBA	Verigate
Address Verification	90% in = 8.0 seconds 95% in = 12.0 seconds	80% in = 5.0 seconds 90% in = 7.0 seconds
Request For Telephone Number	90% in = 7.0 seconds 95% in = 9.5 seconds	80% in = 4.0 seconds 90% in = 6.0 seconds
Request For Customer Service Record (CSR)	90% in = 8.0 seconds 95% in = 13 seconds	80% in = 7.0 seconds 90% in = 10.0 seconds

Service Availability	90% in = 12.0 seconds 95% in = 16.0 seconds	80% in = 11.0 seconds 90% in = 13.0 seconds
Service Appointment Scheduling (Due Date)	90% in = 2 seconds 95% in = 3.0 seconds	80% in = 2.0 seconds 90% in = 3.0 seconds
Dispatch Required	90% in = 15.0 seconds 95% in = 25.0 seconds	80% in = 17.0 seconds 90% in = 19.0 seconds
PIC	90% in = 27.0seconds 95% in = 41.0 seconds	80% in = 25.0 seconds 90% in = 27.0 seconds
Actual Loop Makeup Information requested – actual data returned	90% in = 15.0 seconds 95% in = 25.0 seconds	80% in = 17.0 seconds 90% in = 19.0 seconds
Actual Loop Makeup Information requested – design data returned	90% in = 25.0 seconds 95% in = 35.0 seconds	80% in = 27.0 seconds 90% in = 29.0 seconds
Design Loop Makeup Information requested – design data returned	90% in = 11.9 seconds 95% in = 20.0 seconds	80% in = 13.5 seconds 90% in = 15.0 seconds
Protocol Translation Time – EDI input message	90% in = Diagnostic 2 Seconds 95% in = Diagnostic 4 Seconds	Not Applicable
Protocol Translation Time – EDI output message	90% in = Diagnostic 2 Seconds 95% in = Diagnostic 4 Seconds	Not Applicable
Protocol Translation Time – CORBA input message	90% in = 1 second 95% in = 2 seconds	Not Applicable
Protocol Translation Time – CORBA input message	90% in = 1 second 95% in = 2 seconds	Not Applicable

4. Measurement
OSS Interface Availability

Definition:
Percent of time OSS interface is available compared to scheduled availability.

Exclusions:
• None

Business Rules:
The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which SWBT plans to offer and support CLEC access to SWBT's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the SWBT interface is capable of accepting or receiving CLEC transactions or data files. The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. SWBT will not schedule normal maintenance during OSS Hours of availability as posted on the CLEC web site unless otherwise notified via an accessible letter. SWBT will not schedule normal maintenance during business hours (8:00 a.m. to 5:30 p.m. Monday through Friday). When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SWBT's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. SWBT shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:
• EASE reported for Consumer and Business
• EDI reported by protocol (SSL3, FTP, NDM, VAN)
• EDI/CORBA for Pre-order
• DataGate
• Verigate
• LEX
• RAF – By CLEC
• TOOLBAR
• Order Status
• Trouble Administration
• Provisioning Order Status
• Solid GUI (Diagnostic)

Calculation:	**Report Structure:**

[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours)] * 100	Reported on an aggregate CLEC basis by interface. The RAF will be reported on an individual CLEC basis.
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
99.5%. The critical z allowance does not apply on this measurement. No damages are applicable for Solid GUI. This will be reviewed in 6 months	

PM 4.1 WAS ELIMINATED WITH THE 6 MONTH REVIEW – EFFECTIVE 7/1/01

5. Measurement:
Percent Firm Order Confirmations (FOCs) Returned on time for LSR requests.

Definition:
Percent of FOCs returned to the CLEC within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:
- Rejected (manual and electronic) LSRs.   - SWBT only Disconnect orders.   - Services ordered out of the Access Tariff   - Interconnection Orders (See PM 5.2)   - Unbundled Dedicated Transport Orders (See PM 5.2)

Business Rules:
FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m. to 5:30 p.m, excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC hours of operation (i.e., actual OSS processing time outside of LSC hours will not be excluded in calculating the interval). The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours. For UNE Loop and Port combinations, orders requiring N, C, and D orders; the FOC is sent back at the time the last order that establishes service is distributed.   All UNE P orders are categorized as Simple or Complex in the same manner as Retail or Resale orders are categorized. All orders that flow through EASE are categorized as Simple and all orders that do not flow through EASE are categorized as Complex.   A Mechanized Business Ordering system (MBOS) document is also required for engineering of trunks that must take place prior to the request being worked.. The MBOS form must be initiated by the LSC service representative with information from the LSR for services such as Centrex, DIDs, Plexar I, Package II,

Plexar II Basic, Plexar Custom Basic, and PRI services such as Smart Trunks, Select Video, etc. Once the MBOS form is completed, the LSC service representative must release it to the other involved departments for review and determination of the design information and to determine the necessary steps to provide the services. This may involve review of TN number availability, design circuit provisioning, translations requirements, etc. to determine the service availability and due date. Depending on the service and complexity of the request, the return of the MBOS could be 3-5 days. Therefore, the FOC is to be negotiated for any services that require an MBOS.

If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time.

LEX/EDI

For LEX and EDI originated LSRs, the start date and time is the receive date and time that is automatically recorded by the interface (EDI or LEX) with the system date and time. The end date and time is recorded by the interface (EDI or LEX) and reflects the actual date and time the FOC is available to the CLEC. For LSRs where FOC times are negotiated with the CLEC, the ITRAK entry on the SORD service order is used in the calculation.

MANUAL REQUESTS

Manual service order requests are those initiated by the CLEC either by telephone, fax, or other manual methods (i.e. courier). The fax receipt date and time is recorded and input on the SM-FID on each service order in SORD for each FOC opportunity. The end time is the actual date and time that a successful attempt to send a paper fax, is made back to the CLEC. If a CLEC does not require a paper fax the FOC information is provided over the phone. In these instances, the order distribution time is used as the FOC end date and time. If a CLEC chooses to receive their FOCs via the Website, the end time is the date and time the FOC is loaded to the Website. The ITRAK-FID is used when FOC times are negotiated with the CLEC. The LSC populates the ITRAK-FID with certain pre-established data entries that are used in the FOC calculation.

Levels of Disaggregation:

Electronic/Electronic
- Resale (residential and simple business combined)
- UNE-P (POTS loop/port combinations)
- UNE loop (excluding DSL loops), with or without LNP
- DSL capable loops (including standalone loops, line sharing and line splitting)
- LNP only
- All other

Manual Intervention
- Resale (residential and simple business combined)
- UNE-P (POTS loop/port combinations)

- UNE loop (excluding DSL loops), with or without LNP
- DSL capable loops (including standalone loops, line sharing and line splitting)
- LNP only
- All Other (Includes order types that require manual submission)

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported by CLEC, all CLECs, and SWBT affiliate where applicable (or SWBT acting on behalf of its' affiliate). This includes mechanized from EDI and LEX and manual (e.g. FAX or phone orders).

Measurement Type:

Tier 1* – Low
Tier 2* – Medium

* Penalties would be assessed at the following levels:
- Electronic/Electronic
- Manual Intervention: Resale
- Manual Intervention: UNE-P
- Manual Intervention: UNE Loop
- Manual Intervention: DSL Capable Loops
- Manual Intervention: LNP only
- Manual Intervention: All Other (Includes order types that require manual submission)

(NOTE: SWBT shall not be liable for tier-2 damages for tail violations, however SWBT shall continue to report the tail data.)

Benchmark:

.

Electronic – Electronic 95% within 60 minutes.

Manual Intervention - 95% within the benchmark defined below:
Within 5 Hours for the following service types:
- Mechanized Simple Res/Bus/Mechanized UNE Loop (1-49)/Mechanized Switch Ports/ Mechanized LNP with Loop (1-19)
Within 6 Hours for the following service types:
- Mechanized UNE xDSL Capable Loop (1-20)/Mechanized Line Sharing (1-49)
Within 14 Hours for the following service types:
- Mechanized UNE xDSL Capable Loop (> 20)/Mechanized Line Sharing (>49)
Within 24 Hours for the following service types:

- Manual and Mechanized Complex Bus (1-200)/ Manual and Mechanized LNP Complex Business (1-19)/Manual Simple Res./Bus/Manual UNE Loop(1-49)/Manual Switch Ports/ Manual LNP with Loop (1-19)/ Manual LNP Complex Business (1-19)/Manual UNE xDSL Capable Loop (1-49)/Manual Line Sharing (1-49)

Within 48 Hours for the following service types:

- Manual and Mechanized Complex Bus (>200)/Manual and Mechanized UNE Loop (>50)/ Manual and Mechanized LNP Complex Business (20-50 Lines)/ Manual and Mechanized LNP with Loop (>20)/Manual UNE xDSL Capable Loop (> 49)/ Manual Line Sharing (>49)

Within the Negotiated interval for the following service types:

- Manually and Mechanized LNP Complex Business (>50)/ MBOS related services (Centrex, Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks (1-200 lines)) < Negotiated with Notification of Timeframe within 24 Clock Hours

The critical-z does not apply to this measure.

Tails Test: Average for the last 5% will not exceed 20% of the benchmark. A weighted average will be used for the manual categories where there are more than one time interval. The weighted average will be compared to a weighted benchmark to determine if the tails test has been met.

$\Sigma[(\text{Average* interval})(\text{X FOCs in Tail / Total FOCs in Tail})]$ compared to
$\Sigma[(\text{X interval benchmark})(1.2)(\text{X FOCs in Tail / Total FOCs in Tail})]$

Tails Test only applies to Tier 1 and only if SWBT has met the benchmark on the corresponding "percent within x" measurement.

PM 5.1 WAS ELIMINATED WITH THE 6 MONTH REVIEW – EFFECTIVE 7/1/01

5.2 Measurement:
Percent Firm Order Confirmations (FOCs) Returned within X days on ASR requests
Definition:
Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.
Exclusions:
• All LSRs • Access Orders purchased from SWB tariffs • Rejected (manual and electronic) ASRs. • SWBT only Disconnect orders.
Business Rules:
FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m.-5:30 p.m., excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours.
Levels of Disaggregation:

• Interconnection Facilities and Trunks < 7 Business Days
• Unbundled Dedicated Transport
    • DS3s < 5 Business Days
    • DS1s < 1 Business Day
• Projects – Negotiated
• Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported by CLEC, all CLECs, and SWBT affiliate

Measurement Type:
Tier 1 – Low Tier 2 – Medium

Benchmark:

- Interconnection Facilities and Trunks = 95% < 7 Business Days
- Unbundled Dedicated Transport DS3s = 95% < 5 Business Days
- Unbundled Dedicated Transport DS1s = 95% < 1 Business Day

The z-value applies

PM 6 WAS ELIMINATED WITH THE 6 MONTH REVIEW – EFFECTIVE 7/1/01

PM 6.1 WAS ELIMINATED WITH THE 6 MONTH REVIEW – EFFECTIVE 7/1/01